No equipment warranties are provided under this plan. Customer will be charged for service call due to lailed self-install. <sup>2</sup>Discovery Tier is free with the Movie, Variety, Sports & Info tiers or Paquete Latino. <sup>3</sup>Digital Gateway required. <sup>4</sup>Cable modem rental or purchase required. Service may not be available in all areas. 5\$41.99 service call charge may apply to non-CSAP customer, fee is waived if service issue is related to Cox equipment.

Rates and programming subject to change without notice.

#### **Cox Digital Telephone Rates**

#### Calling Packages

A-la-carte Features

Call Forwarding Call Forwarding Busy

Anonymous Call Rejection Busy Line Rediat<sup>4</sup>

Call Forwarding - No Answer

Calling Packages Cox Unlimited Connection		
*\$49.95/3-Product Bundle *\$44.95/2-Product Bundle *\$49.95 Includes unlimited local and nationwide Cox LD, plus these 16 features (Voice Mail is optional): • Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID • Three-Way Calling • Call Return • Busy Line Redial • Selective Call Acceptance • Selective Call Rejection • Call Forwarding • Busy • Call Forwarding • No Answer • Call Forwarding on Call Waiting • Priority Ringing • Long Distance Alert • Call Waiting ID • Selective Call Forwarding • Voice Mail	/Ph	one Only
Connection-100 Includes 100 Cox LD minutes per month, plus a low 5 cents per minute thereafter for in-state and state-to-state calls anytime, and these 16 features plus Voice Mail: • Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID • Three-Way Calling • Call Return • Busy Line Redial • Selective Call Acceptance • Selective Call Rejection • Call Forwarding - Busy • Call Forwarding • No Answer • Call Forwarding on Call Waiting • Priority Ringing • Long Distance Alert • Call Waiting ID • Selective Call Forwarding • Voice Mail	\$	34.90
Call Manager Package • Primary Line • Voice Mail • Call Waiting • Caller ID	\$	24.95
Features  Solutions — Includes the following 16 features: Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID Three-Way Calling • Call Return • Busy Line Redial Selective Call Acceptance • Selective Call Rejection • Call Forwarding • Busy • Call Forwarding • No Answer • Call Forwardin on Call Waiting • Priority Ringing • Long Distance Alert • Call Waiti • Selective Call Forwarding	g	14.95 D
Control Plus — Includes these features: Call Return • Priority Ringing • Long Distance Alert • Call Waiting ID	\$	9.95
Call Waiting ID — Call Waiting • Caller ID	\$	9.95
Long Distance and International Calling 1 Cox Long Distance - \$.10 per minute		
Simply 5¢ Savings PlansM - \$.05 per minute International Savings PlussM rates vary per country Mexico 120	\$ \$	4.95/month 3.95/month
120 minutes and each additional minute is \$.11/minute Mexico 240	\$	11.95/month
240 minutes and each additional minute is \$.10/minute Asian Pacific 60	\$	22.95/month
60 minutes and each additional minute is \$.0622/minute Philippines 60	\$	7.95/month
60 minutes and each additional minute is \$.13/minute Mi Conexion Latina 60sm	\$	8.95/month
60 minutes and each additional minute is \$.1436/minute	\$	6.95/month
Monthly Charges Phone lines (each) <sup>2</sup> Cox Service Assurance Plan <sup>3</sup> Non Listed in Directory Non Published in Directory or 411 Additional Directory Listing	\$ \$ \$ \$	

Monthly

No charge \$ 1.80 \$ 3.40 \$ 3.15 \$ 3.15

Per Use

\$ 0.70 N/A

N/A

N/A

N/A

Call Forwarding - Remote Access Call Forwarding on Call Waiting	\$ 4.50 \$ 3.25	N/A N/A
Call Number Block - per call	No charge	N/A
Call Return Last Number Inbound <sup>4</sup>	\$ 3.90	\$ 0.70
Call Trace	N/A	\$ 1.00
Call Waiting	\$ 3.45	N/A
Caller ID	\$ 7.40	N/A
Caller ID Per Use Blocking	No charge	N/A
Long Distance Alert	\$ 3.15	N/A
Line Number Block	No charge	N/A
Priority Ringing <sup>5</sup>	<b>\$</b> 2.70	N/A
Distinctive Ring	\$ 3.50	N/A
Selective Call Acceptance	\$ 3.60	N/A
Selective Call Forwarding	\$ 3.60	N/A
Selective Call Rejection	\$ 3.60	N/A
Three Way Calling <sup>4</sup>	\$ 3.40	\$ 0.70
900/976 Restriction	No charge	N/A
Toll Restriction	\$ 1.50	N/A
Speed Dial 8	\$ 1.40	N/A
Voice Mail	\$ 4.95	N/A
Voice Mail Pager	\$ 6.95	N/A
Home Office, Voice Mail and Fax	\$ 8.95	N/A

installation/One Time Charges	Ba	Rate		
	initial Install	After Initial Install		
Activation (1st line)	No charge	N/A		
2nd Line	\$ 29.95	\$29.95		
3rd /4th Line	\$ 29.95	\$29.95		
Deposit (when required)	\$100.00 <sup>6</sup>	N/A		
Account Changes (per billing record change)	N/A	\$ 9.00		
Directory Changes/Change Listing	N/A	\$10.80		
Reconnect (if only soft disconnect)	N/A	\$25.00		
Transfer - 1st Line	N/A	\$29.95		
Transfer - Add'l Lines	N/A	\$29.95		
Additional jack (same trip) not wired	No charge	\$29.95		
Additional jack (separate trip)	N/A	\$29.95		
PIC (Long Distance Provider) Change	N/A	\$ 5.00 <sup>7</sup>		
LPIC (Local Toll Provider) Change	Ņ/A	\$ 5.00 <sup>7</sup>		
Telephone Number Change	N/A	\$ 9.00		
Features (add/change) per line	N/A	\$ 9.00		
Voice Mail Installation	N/A	\$ 9.95		
Service call for Non-CSAP customer	\$ 41.99 <sup>8</sup>			
Returned Check Charge	\$ 20.00			

#### Directory & Operator Charges

Directory Assistance Call Completion (DACC) \$0.75 (up to 3 free DACC calls per month, \$0.75 per call thereafter)

\$223.00

### Lost Equipment Charges Internal Voice Port

<sup>1</sup>Cox Connections or primary flat-rate line also required and priced separately. <sup>2</sup>Total of four lines allowed. 3Wiring coverage applies to Cox- and customer-owned wiring in single family and other select housing. Subscription to the Service Assurance Plan from Cox required, which is billed monthly and in advance. Your plan subscription will be cancelled without notice if no Cox service is being provided to the residence, or if any misuse or abuse of the plan services occurs, or if a hazard or danger to the person or properly exists which could prevent Cox technicians from performing their work in a safe manner. Your plan subscription may also be suspended or discontinued upon notice for nonpayment. No equipment warranties are provided under this plan. Customer will be charged for service call due to failed self-install, <sup>4</sup>Maximum charge on a per use basis is \$4.90 per feature, per month. <sup>5</sup>Priority Ringing on up to 31 phone numbers. <sup>6</sup>The interest on customer deposits for telephone is 4.1% per VA SCC, TWaived if customer is switching to Cox PIC or LPIC from a different provider. Also waived within 30 days of telephone number activation. <sup>8</sup>\$41.99 service call charge may apply to non-CSAP customer; fee is waived it service issue is related to Cox equipment.

Rates and package pricing subject to change. Telephone service provided by Cox Virginia Telcom, Inc. Prices exclude applicable taxes, fees, equipment & surcharges. Rates subject to change. Service may not be available in all areas. Available in Cox wired, serviceable locations. Extended area calling fees range from \$.02 - \$.04 per minute depending on time of day and day of the week. Late payment charge, if applicable, is 1.5% of the total unpaid balance, calculated monthly. Some features not available in all areas. Other restrictions apply. ©2006 Cox Communications, Inc. All rights reserved.

On Di	EMAND - Channel 1	68	CNBC	216	MTV Jams
		69	The Weather Channel	217	PBS Kids Sprout (CFP)
ANAL	OG LIMITED BASIC SERVICE	70	CNN Headline News (CFP)	218	Boomerang (CFP)
2	Telefutura (WMDO)*	71	CNN	219	Reality TV
3	WDCW 50*	72	Fox News	220	GSN (CFP)
4	WRC 4 - NBC*	73	Discovery Channel	221	Toon Disney
	Channel 34 without receiver	74	Discovery Health	222	FUSE
5	WTTG 5 - FOX*	75	The Learning Channel	223	BET on Jazz
	Channel 35 without receiver	76	A&E	224	Encore WAM!
6	MHz1	77	The History Channel	225	Soap Net
7	WJLA 7- ABC*	78	Animal Planet	226	BBC America
	Channel 37 without receiver	79	Court TV	227	Ovation
8	News Channel 8	80	USA Network	228	History International
9	WUSA 9 - CBS*	81	FX	229	The Biography Channel
	Channel 39 without receiver	82	Sci-Fi Channel	230	Hallmark Channel
10	Fairfax Cable Access	83	E! Entertainment Television	231	
12	Cities of Fairfax / Falls Church	84	TV Land	232	Fine Living
13	Leased Access	85	Comedy Central	233	Style Network
14	Univision (WFDC)*	86	Travel Channel	234	American Life TV
15	i Independent Channel	87	TNT		Nicktoons
16	Fairfax County Government	88	Telemundo	235	Nick GAS
17	TBS*	89	Galavision	236	MTV Hits
18	George Mason University	90	Cartoon Network	237	VH1 Classics
19	NVCC			239	CMT Pure Country
		91	Nickelodeon (CFP)	240	TV One
20	WDCA My20*	92	The Disney Channel (CFP)		
21	FCPS Red Apple 21	93	American Movie Classics		TAL SPORTS &
22	WMPT	94	Turner Classic Movies		RMATION TIER
23	Towns of Herndon / Vienna	100	Bravo	241	VERSUS
24	QVC	101	ABC Family	242	Fox Soccer Channel
25	FCPS Community Classroom	102	MASN	243	The Golf Channel
26	WETA*			244	ESPN Classic
28	TV Superstore		AL DISCOVERY TIER*	245	ESPNews
29	ShopNBC	150	Discovery Times	246	DIY (CFP)
30	FPA International Access	151	Discovery Home	247	NBA TV
31	WGN*	152	Discovery Kids (CFP)	249	NFL Network
32	WHUT	153	The Science Channel (CFP)	250	Bloomberg
34	HSN	154	Military Channel	251	CNNI
	Channel 4 without receiver	155	Weatherscan (Local Radar) (CFP)	252	G4
36	C-SPAN3 / Leased Access	156	Noggin	253	AZN
37	FPA Community Board	157	NASA	254	Washington Korean TV (WKTV)
	Channel 7 without receiver	158	Jewelry TV	255	Tennis Channel
38	Cable Marketplace	159	Cable Marketplace II	256	Fit TV (CFP)
41	C-SPAN	160	National Geographic (CFP)	257	GolTV
43	C-SPAN2	161	EWTN (CFP)		
'Also	available in digital.	162	TBN (CFP)	DIGIT	TAL INTERNATIONAL
	<b>S</b>	163	TV Guide Channel		NNELS
LIMIT	ED EXPANDED BASIC	*Inclu	ded with any Digital Tier	271	ART
	ICE (available in analog & digital)		, 3	272	
53	Spike TV	DIGIT	AL MOVIE TIER	273	TV Asia
54	Speed Channel	200	IFC	274	SBTN
55	ESPN 2	201	Sundance	275	TFC (The Filipino Channel)
56	ESPN	202	Encore	276	Bridges TV
57	Comcast SportsNet	203	Encore Westerns	210	Bridges 1 V
58	Lifetime	204	Encore Love Stories	DICE	TAI DOCANINA
59	HGTV (CFP)	205	Encore Mystery		TAL PREMIUMS
60	Food Network	206	Encore Action	300	HBO
61		207	Encore Drama	301	HBO Comedy Included w/HBO
	Oxygen			302	HBO Zone Included w/HBO
62	MTV	208	Lifetime Movie Network	303	HBO Signature Included w/HBO
63	MTV2	209	WE	304	HBO 2 Included w/HBO
64	VH-1	DIO!	AL VADIETY TED	305	HBO Family Included w/HBO
65	CMT		AL VARIETY TIER	306	HBO Latino Included w/HBO
66	BET	214	Logo	310	HBO (West) Included w/HBO
67	MSNBC	215	VH1 Soul	311	HBO Family (West) Included w/HBO

320	Cinemax	590		Playboy - Adult PPV
321	MoreMax Included w/Cinemax	591		Ten Clips - Adult PPV
322	ThrillerMax Included w/Cinemax	592		Ten Blox - Adult PPV
323	ActionMax Included w/Cinemax	593		Club.Jenna - Adult PPV
330	WMax Included w/Cinemax	594		Spice:Xcess - Adult PPV
331	5 Star Max Included w/Cinemax	598		Playboy en Español - Adult
332	@ Max Included w/Cinemax			PPV
333	OuterMax Included w/Cinemax	601 -	607	ESPN PPV
340	Showtime Character To a feet of the control of the	650	050	NBA TV Preview Channel
341	Showtime Too Included w/Showtime Showtime Showcase Included	651 -	659	NBA/MLS PPV
342	w/Showtime	662 670 -	670	NBA TV NHL/MLB PPV
343	SHO Extreme Included w/Showtime	6/0-	0/9	NUTWIED LEA
344	SHO Beyond Included w/ Showtime	HDT	V CHA	NNELS
360	TMC Included w/Showtime	701		HDTV
361	TMC Xtra Included w/Showtime	,		cription to HBO required
370	Encore (West) Included w/Starz	702		HDTV
371	Starz			scription to Showtime required
372	Starz Edge Included w/Starz	703		overy HD Theater (must subscribe to
373	Starz in Black Included w/Starz		Expa	anded Basic service, Digital Gateway)
374	Starz Kids & Family Included w/Starz	704	NBC	CHD (WRC)
375	Starz Cinema Included w/Starz	705	FOX	( HD (WTTG)
		706		CW HD
PAQL	JETE LATINO	707		HD (WJLA)
400	Toon Disney Español (SAP)	708		N HD (must subscribe to Expanded
401	Discovery en Español	700		c service, Digital Gateway)
402	MTV TR3S	709		SHD (WUSA)
403	VH Uno	710		D1 (must subscribe to Expanded c service, Digital Gateway)
404	CNN en Español	711		D2 (must subscribe to Expanded
405	Fox Soccer en Español			c service, Digital Gateway)
406	Boomerang Español (SAP)	712		versal HD (must subscribe to
407	Canal Sur		Ехра	anded Basic service, Digital Gateway)
408	Cine Latino	713	Star	z HD
409 410	GOITV			scription to Starz required
411	HBO Latino Included w/HBO subscription Nick TOO	714		HD (must subscribe to Expanded
411	Nick Toons			c service, Digital Gateway)
413	Sorpresa	715		I HD (must subscribe to anded Basic service, Digital Gateway)
414	Cartoon Network (SAP)	726		S HD
415	EWTN Español	120	1 00	110
417	Galavision	INCI	UDEC	WITH DIGITAL GATEWAY
418	The History Channel en español	800		TA Create
419	de Película	801		TA Family
420	de Película Clásico	802		TA World
421	Ritmoson	803	NBO	C Weather Plus
422	Mun2			
423	Musica Urbana - Music Choice	DIGI	TAL G	ATEWAY*
424	Salsa Merengue - Music Choice	901-		
425	Rock en Español - Music Choice	946	Mus	sic Choice
426	Pop Latino - Music Choice	*Incl	uded f	or all digital customers
427	Mexicana - Music Choice			
428	ESPN Deportes			
429	TV Chile		_	
430	Discovery Travel & Living			es networks also available in the Cox
	(Viajar y Vivir)	rami	ly Pack	age .
431	Discovery Kids en Español	Progr	rammin	g as of November 1, 2006.
0101	TAL DAY DED MEM /DOM	Ŭ		
	TAL PAY-PER-VIEW (PPV)			
500	Digital iN DEMAND Preview Channel			
501	- 503 iN DEMAND PPV Events			
	- 509 IN DEMAND PPV Movies			
523	Hot Choice - Adult PPV			
323	Hot Offolde - Addit F F V			

### Attachment A – Cox VA Rate & Channel Line-Up Information

A – 3. Cox 2005 Annual Customer Notice – Prices Effective November 1, 2005.



### 2005 Annual Customer Notice

3080 Centreville Road Herndon, VA 20171 (703) 378-8422 www.cox.com/fairfax

The 1992 Cable Act requires the following annual notification of customer service standards.

#### Resolution of Complaints and Inquiries

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting <a href="https://www.cox.com/support/fairfax/contactsup">www.cox.com/support/fairfax/contactsup</a>. Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Kingstowne, at 5958 Kingstowne Town Center. In the event the customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

## Fairfax County Department of Cable Communications and Consumer Protection

12000 Government Center Parkway, Suite 433 Fairfax, VA 22035 (703) 222-8435, TTY (703) 222-8653

# City of Fairfax customers may contact: Public Information Officer

10455 Armstrong Street Fairfax, VA 22030 (703) 385-7855

# Falls Church customers may contact: Cable Regulatory Division

300 Park Avenue Falls Church, VA 22046 (703) 248-5080

Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above. Products and Services

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to any digital cable services. A subscription to Digital Gateway is a prerequisite to premium (pay) services or pay-per-view and some high-definition programming.

Instructions On How to Use Cable Service

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide or <a href="https://www.cox.com/fairfax">www.cox.com/fairfax</a> for information on operations and services.

Signal Blocking Devices

Customers should receive only those channels that they've ordered. If you see images or hear sound from channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting www.cox.com/support/fairfax/contactsup.

### Cox Communications - Fairfax County Programming & Equipment Rates Effective November 1, 2005\*

\*Rates do not include franchise fees. Franchise, PEG fees & other costs paid to local governments

8 26 : of total bill + \$0 2	4
SERVICES Analog Programming Service Rates	MONTHLY SERVICE FEES
Basic Service	\$ 17.99
Expanded Basic (includes Basic service)	\$ 41.99
Analog Equipment Analog Receiver plus Remote	\$ 3.50
Cox Service Assurance Plan 1	\$ 3.25
Digital Tiers	
Digital Gateway*	\$ 6.95
Movie Tier: Ten channels of digital movies.	\$ 2.00
Variety Tier: Twenty-two channels of variety progr	
Sports & Info: Fifteen channels of news & sports properties of news & sports properties. Ten channels including Discovery properties.	
*Digital Gataway is required for digital service and includes Inte Music Choice channels, plus access to digital pay-per-view, pre	
Paquete Latino Includes Digital Gateway and equipment, limited basi channels of Hispanic programming and 5 digital mus	
Digital Premium Services <sup>3</sup>	
1 premium channel	<b>\$</b> 13.99
2 premium channels	\$ 21.99
3 premium channels	\$ 29.99
4 premium channels	\$ 37.99
HBO (9 channels) - Showtime (7 channels) - Cinemax	
Digital International Services	A Company of the Comp
Arab Radio and TV (ART)	\$ 12.95
ZEE TV (Hindi & Indian/South Asian programming)	\$ 14.99 (\$24.95 w/TV Asia
TV Asia	\$ 14.95 (\$24.95 w/Zee TV)
TFC (The Filipino Channel)	\$ 11.95
SBTN (Salgon Broadcast Television Network)	\$ 14.99
Bridges TV	\$ 14.99
Cox High Speed Internet Service4	
Cox Premier Package	\$ 54.95
Cox Preferred Package	\$ 39.95
Cox Value Package	\$ 24.95
Modern Rental	\$ 15.00
Additional IP Address (1st IP free, maximum 3 total)	\$ 6.95/ea.
Cox Connection Bundles	
Preferred Bundle	\$ 99,99
Expanded Basic service, digital receiver, one tier, Coi Speed Internet referred, local telephone service and (	
Service Assurance Plan,	
Deluxe Bundle	\$129,99

· Preferred Bundle, plus one premium channel and

Cox Connections 100 calling plan.

\$149.99 Ultra Bundle

Preferred Bundle, plus two premium channels, Cox Connection Unlimited calling plan, two additional tiers of digital programming, DVR service and receiver.

programming, DVR service and receiver.				
Digital IN Demand Pay-Per-Vlew	F	₹ate	s Var	y
Cox One-Way Digital Plug-and-Play Cable Card™	\$	;	1.99	
High Definition (HD) Services Discovery HD Theater (must subscribe to Expended Basic Service,	No Addi	tion	al Cha	vce.
Digital Gateway) ESPN HD (must subscribe to Expanded Basic Service, Digital Gateway)	No Addi			•
TNT HD (must subscribe to Expanded Basic Service, Digital Gateway)		uon	a One	ngo
Universal HD (must subscribe to Expanded Basic Service, Digital Gateway)		•i	al Cha	100
iNHD1 (must subscribe to Expanded Basic Service, Digital Gateway) iNHD2 (must subscribe to Expanded Basic Service, Digital Gateway)	No Addi No Addi			
HBO HDTV (included w/HBO subscription)	INO AGOI	uo:	at Cite	nyo
SHO HDTV (included w/Showtime subscription)				
Starz HD (included w/Starz subscription)				
ABC HD	No Addi	tion	al Cha	me
NBC HD	No Addi			
	No Addi			
FOX HD	No Addi			
PBS HD	No Addi			
Digital Video Recorder (DVR)				
DVR service	\$		9.99	
HD/DVR service (includes DVR service and HD receiver)	\$	19	9.98	
Digital Equipment				
Digital receiver & remote	\$		3.50	
Additional digital outlets (includes digital receiver & service)	Ş		9.45	
DVR receiver (replaces digital receiver)	\$		3.50	
HDTV receiver (replaces digital receiver)	S		9.99	
HD/DVR receiver (includes DVR service and HD receiver)	\$	19	9.98	
TV Guide optional weekly magazine	s	3	3.99/m	onth:
Installation/One-Time Charges				
New Service/Transfer Standard Installation (primary outlet)	s	29	9.99	
Service Call Charge	Š	41	1.991	
CableCARD™ installation and activation	\$	29	9.99	
Additional Outlet Installation (during initial install visit)			00.0	
Additional Outlet Installation (separate visit)	S	19	9.99	
Relocate Outlet (video or high-speed Internet)			9.99	
Additional Outlet Kit (analog only)	\$		5.95	
Digital Self Install 2nd Trip Charge			.99	
Digital Upgrade (current non-digital customers only)			9.99	
Additional Digital Outlet (same visit)			0.00	
Digital Downgrade to Analog			9.99 9.99	
DVR Installation (new customers)			1.99	
High Definition Installation (new customers):  DVR Upgrade			1.99	
HDTV Upgrade			.99	
Programming/Service Change (electronic)	š		.00	
Programming/Service Change (trip required)			.99	
VCR Hook-Up (trip required)			.99	
Account Reconnection (electronic)	\$		.99	
Account Reconnection HSI/Cable (trip required)	Š		.99	
Wall Fish (per wall, floor or celling each)	\$	24		
Cox High Speed Internet Self-Install			harge	
Cox High Speed Internet Professional Installation	\$	99	.99	
Cox High Speed Internet Self Install 2nd Trip charge	Š	74	.99	
Home Networking wireless router and equipment (2 computers	), \$:	199		
Home Networking equipment (additional computers 3rd and/or 4th)		49		
Home Networking wireless installation (2 PCs plus router)		99		
Home Networking installation (each additional computer 3rd and/or Returned Check Charge		49 25		
Late Payment Fee	\$		.00	
care a symbolic to the	•		.50	
Lost Equipment Charges				
Cox remote controls	\$		.27	
Gl analog descrambler		40		
SA digital receiver		180		
SA DVR receiver	\$ .	375	(X)	

\$375.00

\$431.00

\$ 80.00

SA DVR receiver

CableCARD™

SA HD/DVR receiver

ANALOG BACIC CERVICE	CE CAAT	220 Game Show Network	322 ThrillerMax Included with Cinemax	503-
ANALOG BASIC SERVICE 2 Univision	65 CMT 66 BET	221 Toon Disney	323 ActionMax Included with Cinemax	522 IN DEMAND PPV Movies
3 WBDC 50	67 MSNBC	222 FUSE	330 WMax Included with Cinemax	523 Hot Choice - Adult PPV
4 WRC 4 - NBC	68 CNBC	223 BET on Jazz	331 5 Star Max Included with Cinemax	590 Playboy - Adult PPV
Channel 34 without receiver	69 The Weather Channel	224 Encore WAM!	332 @Max Included with Cinemax	591 Ten Clips - Adult PPV
5 WTTG 5 - FOX	70 CNN Headline News	225 Soap Net	333 OuterMax Included with Cinemax	592 Ten Blox - Adult PPV
Channel 35 without receiver	71 CNN 72 Fox News	226 BBC America 227 Ovation	340 Showtime 341 Showtime Too	593 Hot Network - Adult PPV 594 Hot Zone - Adult PPV
. 6 MHz (WNVC) 7 WJLA 7- ABC	73 Discovery Channel	228 History International	Included with Showtime	598 Playboy en Español - Ad
Channel 37 without receiver	74 Discovery Health	229 The Biography Channel	342 Showtime Showcase	PPV PPV
8 News Channel 8	75 The Learning Channel	230 Hallmark Channel	Included with Showtime	601-
9 WUSA 9 - CBS	76 A&E	231 Fine Living	343 Showtime Extreme	607 ESPN PPV
Channel 39 without receiver	77 The History Channel	232 Style Network	Included with Showtime	650 NBA TV Preview Channe
10 Fairfax Cable Access	78 Animal Planet	233 American Life TV	344 Showtime Beyond	651-
12 Cities of Fairfax / Falls Church	79 Court TV	234 Nicktoons	Included with Showtime	659 NBA/MLS PPV
13 Leased Access 14 WFDC/Telefutura	80 USA Network 81 FX	235 Nick GAS 236 MTV Hits	360 TMC Included with Showtime 361 TMC Xtra Included with Showtime	662 NBA TV 670-
15 i Independent Channel	82 Sci-Fi Channel	237 VH1 Classics	370 Encore (West) Included with Starz	679 NHL/MLB PPV
16 Fairfax County Government	83 E! Entertainment Television	239 VH1 Country	371 Starz	073 TATIBINEBIT V
17 TBS	84 TV Land	240 TV One	372 Starz Edge Included with Starz	HDTV CHANNELS
18 George Mason University	85 Comedy Central		373 Starz in Black Included with Starz	701 HBO HDTV
19 NVCC	86 Travel Channel	DIGITAL SPORTS &	374 Starz Kids & Family	Subscription to HBO required
20 WDCA UPN 20	87 TNT	INFORMATION TIER	Included with Starz	702 SHO HDTV
21 FCPS Red Apple 21	88 Telemundo	241 Outdoor Life Network	375 Starz Cinema Included with Starz	Subscription to Showtime require
22 WMPT	89 Galavision	242 Fox Soccer Channel	DA OUETE LATINO	703 Discovery HD Theater
23 Towns of Herndon / Vienna 24 QVC	90 Cartoon Network 91 Nickelodeon	243 The Golf Channel 244 ESPN Classic	PAQUETE LATINO 400 Toon Disney Español (SAP)	704 NBC HD (WRC) 705 FOX HD (WTTG)
25 FCPS Community Classroom	92 The Disney Channel	245 ESPNews	401 Discovery en Español	707 ABC HD (WJLA)
26 WETA	93 American Movie Classics	246 DIY	402 MTV en Español	708 ESPN HD
27 Cable Marketplace II	94 Turner Classic Movies	247 NBA TV	403 VH Uno	709 CBS HD (WUSA)
28 MHz2 (WNVT)	100 Bravo	249 NFL Network	404 CNN en Español	710 INHD1
29 ShopNBC	101 ABC Family	250 Bloomberg	405 Fox Soccer en Español	711 INHD2
30 FPA International Access 31 WGN	102 EWTN	251 CNNi	406 Boomerang Español (SAP)	712 Universal HD
32 WHUT	DIGITAL DISCOVERY TIER*	252 G4techTV 253 AZN	407 Canal Sur 408 Cine Latino	713 Starz HD
33 TV Guide Channel	150 Discovery Times	254 Washington Korean TV	410 HBO Latino	Subscription to Starz required 714 TNT HD
34 HSN	151 Discovery Home	(WKTV)	Included with HBO subscription	726 PBS HD
Channel 4 without receiver	152 Discovery Kids	255 Tennis Channel	411 Nick TOO	
35 COX 35	153 The Science Channel	256 Fit TV	412 Nick Toons	DIGITAL BROADCAST
Channel 5 without receiver	154 Military Channel	<u> </u>	413 Sorpresa	CHANNELS
36 C-SPAN3 / Leased Access	155 Weatherscan (Local Radar)	DIGITAL INTERNATIONAL	414 Cartoon Network (SAP)	800 PBS WETA Prime
37 FPA Community Board	156 Noggin 157 NASA	CHANNELS	415 EWTN Español	801 PBS WETA Kids
Channel 7 without receiver 38 Cable Marketplace	157 NASA 158 Jewelry TV	271 ART 272 ZEE TV	417 Galavision 418 The History Channel en	802 PBS WETA Plus
41 C-SPAN	160 National Geographic	273 TV Asia	español	DIGITAL GATEWAY*
43 C-SPAN2	*Included with any Digital Tier	274 SBTN	419 de Película	901-
51 Trinity		275 TFC (The Filipino Channel)	420 de Película Clásico	946 Music Choice
	DIGITAL MOVIE TIER	276 Bridges TV	421 Ritmoson	*Included for all Digital Customers
ANALOG EXPANDED	200 IFC		422 Mun2	
BASIC SERVICE	201 Sundance	DIGITAL PREMIUMS	423 Musica Urbana - Music Choice	
53 Spike TV 54 Speed Channel	202 Encore 203 Encore Westerns	300 HBO	424 Salsa Merengue - Music Choice 425 Rock en Español - Music Choice	
55 ESPN 2	204 Encore Love	301 HBO Comedy Included with HBO 302 HBO Zone Included with HBO	425 Rock en Español - Music Choice 426 Pop Latino - Music Choice	
56 ESPN	205 Encore Mystery	303 HBO Signature Included with HBO	427 Mexicana - Music Choice	Programming as of November 1, 2005.
57 Comcast SportsNet	206 Encore Action	304 HBO 2 Included with HBO	428 ESPN Deportes	J J J J J J J J J J J J J J J J J J J
58 Lifetime	207 Encore Drama	305 HBO Family Included with HBO	429 TV Chile	
59 HGTV 60 Food Network	208 Lifetime Movie Network	306 HBO Latino Included with HBO	DICITAL DAY DED MENA (DDM)	
61 Oxygen	209 WE	310 HBO (West) Included with HBO 311 HBO Family (West)	DIGITAL PAY-PER-VIEW (PPV) 500 Digital iN DEMAND	
61 Oxygen 62 MTV	DIGITAL VARIETY TIER	Included with HBO	Preview Channel	
63 MTV2	218 Boomerang	320 Cinemax	501-	
64 VH-1	219 Reality TV	321 MoreMax Included with Cinemax	502 IN DEMAND PPV Events	

### Attachment A – Cox VA Rate & Channel Line-Up Information

A – 4. Cox 2004 Annual Customer Notice – Prices Effective November 1, 2004.



### **2004 Annual Customer Notice**

3080 Centreville Road Herndon, VA 20171 (703) 378-8422 WWW.sax.com/fairfax

The 1992 Cable Act requires the following annual notification of customer service standards.

#### Resolution of Complaints and Inquiries

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting <a href="https://www.cox.com/support/fairfax/contactsup">www.cox.com/support/fairfax/contactsup</a>.

Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Kingstowne, at 5958 Kingstowne Town Center. In the event the customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

# Department of Cable Communications and Consumer Protection

12000 Government Center Parkway, Suite 433 Fairfax, VA 22035 (703) 222-8435, TTY (703) 222-8653

# City of Fairfax customers may contact: Public Information Officer

10455 Armstrong Street Fairfax, VA 22030 (703) 385-7855

#### Falls Church customers may contact: Cable Administrator, Public Works

300 Park Avenue Falls Church, VA 22046 (703) 246-5080

Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above.

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Products and Services

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to any digital cable services. A subscription to Digital Gateway is a prerequisite to premium (pay) services or pay-per-view and some high-definition programming.

Instructions On How to Use Cable Service

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide or www.cox.com/fairfax for information on operations and services.

Signal Blocking Devices

Customers should receive only those channels that they've ordered. If you see images or hear sound from channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting www.cox.com/support/fairfax/contactsup.

# 8x Communications - Pairfax County Programming & Equipment Rates Effective November 1 2004 Perfection not include pair lines least translated to Jets 2 other costs paid to Jets become ments 9 769 of joing till 4 10

 Activities to the control of the con		

<u> Analca Programming Service Rates</u> Basic Service \$ 14.70 Expanded Basic (includes Basic service) \$ 40.40

Analog Equipment

SERVICES

Analog Converter plus Remote \$ 3.50

Cox High Speed Internet Service'

Cox Premier Package \$ 54.95 (bundled) \$69.95 (non-bundled) Cox Preferred Package \$ 39.95 (bundled) \$54.95 (non-bundled) \$ 24.95 (bundled) \$24.95 (non-bundled) Cox Value Package Modem Rental \$ 15.00 Additional IP Address (1st IP free, maximum 3 total) \$ 6.95/ea.

Cox Service Assurance Flon

\$ 3.25/mo.

MONTHLY SERVICE FEES

Digital Tiers

Movie Tier: Ten channels of digital movies.

Variety Tier: Twenty one channels of variety programming. Sports & Info: Thirteen channels of news & sports programming.

Discovery<sup>2</sup>: Nine channels including Discovery programming and Weatherscan.

Digital Services'

Digital Gateway (required for digital service) \$ 5.95 Includes Interactive Program Guide (IPG), digital Music Choice plus access to digital pay-per-view, premium & digital service tiers. Digital Service with 1 Digital Tier \$ 7.95 Includes Digital Gateway & any 1 tier of digital channels, plus Discovery Tier & Weatherscan Local. Digital Service with 3 Digital Tiers \$ 12.95 Includes Digital Gateway & all 3 tiers of digital channels. plus Discovery Tier & Weatherscan.

Digital Premium Services<sup>4</sup> \$13.99/ea. HBO (9 channels) • Showtime (7 channels) • Cinemax (8 channels) • Starz! (6 channels)

Digital International Services<sup>5</sup>

Washington Korean TV (WKTV) \$12.95 Arab Radio and TV (ART) \$ 12.95 \$ 14.99 (\$24.95 w/TV Asia) ZEE TV (Hindi & Indian/South Asian programming) \$ 14.95 (\$24.95 w/Zee TV) \$11.95 TFC (The Filipino Channel)

SBTN (Saigon Broadcast Television Network) \$ 14.99

Digital InDemand Pay-Per-View rates vary

Cox One-Way Digital Plug-and-Play Cable CardTM

\$ 1.99

High Definition (HD) services	
Discovery HD Theater	\$ 5.994
ESPN HD (Must subscribe to Expanded Basic Service, Digital Gateway) No Addition	
iNHD1 (Must subscribe to Expanded Basic Service, Digital Gateway) No Addition	
iNHD2 (Must subscribe to Expanded Basic Service, Digital Gateway) No Addition	
HBO HDTV (Included w/HBO subscription)	ur Charge
SHO HDTV (Included w/Showtime subscription)	1 -
ABC HD No Addition	al Charge
NBC HD No Addition	al Charge
CBS HD No Addition	al Charge
FOX HD No Addition	al Charge
	<b>9-</b>
<u> Digital Video Recorder (DVR)</u>	
DVR service	\$ 9.99
HD/DVR service (HD/DVR converter required to receive HD programming)	\$ 9.99
1 7 3	*
Home Networking from Cox <sup>7</sup>	\$ 6.95
Digital Equipment	
Digital set top box & remote	\$ 2.50
	\$ 3.50
Additional digital outlets (includes digital set top box & service)	<b>9.45</b>
DVR converter (replaces digital converter box)	\$ 3.50
HDTV converter (replaces digital converter box)	\$ 9.45 \$ 3.50 \$ 9.99
HD/DVR converter	\$ 9.99
Digital Packages <sup>a</sup>	
Paquete Latino	\$26:15
Limited Basic service, digital converter and remote, plus	<b>42</b> 0.13
28 Spanish channels.	· # 40 40
Super Plus Package	\$68.69
Expanded Basic service, digital converter and remote, plus	
3 digital tiers and any 1 premium service.	
Choice Package	\$73.69
Expanded Basic service, digital converter and remote, plus	
1 digital tier and any 2 premium services.	
Greatest Hits Package	\$78.69
Expanded Basic service, digital converter and remote, plus	Ψ/ 0.07
3 digital tiers and any 2 premium services.	t00 (0
Movie Plus Package	\$83.69
Expanded Basic service, digital converter and remote, plus	
the digital Movie tier and 3 premium services.	
The Big Deal Package	<b>\$93</b> .69
Expanded Basic service, digital converter and remote, plus	
3 digital tiers and all 4 premium services.	
Installation/One-Time Charges	
New Service/Transfer Standard Installation (primary outlet)	\$29.99
	\$41,99°
Service Call Charge	\$29.99
CableCARD™ Installation and activation	1
Additional Outlet Installation (during initial install visit)	\$10.00
Additional Outlet Installation (separate visit)	\$19.99
Relocate Outlet (video or high-speed Internet)	\$19.99
Additional Outlet Kit (analog only)	\$ 5.95
Digital Self Install 2nd Trip Charge	\$19.99
Digital Upgrade (current non-digital customers only)	\$19.99
Additional Digital Outlet (same visit)	\$10.00
Digital Downgrade to Anglag	\$19.99
Digital Downgrade to Analog	\$29.99
DVR Installation (new customers)	
High Definition Installation (new customers)	\$29.99
DVR Upgrade	\$19.99
HDTV Upgrade	\$19.99
Programming/Service Change (electronic)	\$ 5.00
Programming/Equipment/Hook-Up Change (trip required)	\$19.99
Account Reconnection (electronic)	\$ 1.99
Account Reconnection HSI/Cable (trip required)	\$19.99
Wall Fish (Per wall, floor or ceiling each)	\$24.99
Cay High Speed Internet Salkinstell	lo Charge
Cox High Speed Internet Self-Install	
C IP C	<b>1</b> 00 00
Cox High Speed Internet Professional Installation	\$99.99 \$74.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge	\$74.99
Cox High Speed Internet Professional Installation	\$74.99 \$25.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge	\$74.99 \$25.00 \$ 5.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee	\$74.99 \$25.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee Vacation Disconnect	\$74.99 \$25.00 \$ 5.00 \$10.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee	\$74.99 \$25.00 \$ 5.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee Vacation Disconnect	\$74.99 \$25.00 \$ 5.00 \$10.00
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee Vacation Disconnect TV Guide Cable (optional weekly magazine)  Lost Equipment Charges Cox remote controls	\$74.99 \$25.00 \$ 5.00 \$10.00 \$ 3.99/month
Cox High Speed Internet Professional Installation Cox High Speed Internet Self Install 2nd Trip charge Returned Check Charge Late Payment Fee Vacation Disconnect TV Guide Cable (optional weekly magazine)  55 Lost Equipment Charges	\$74.99 \$25.00 \$ 5.00 \$10.00 \$ 3.99/month

SA digital converter SA DVR converter SA HD/DVR converter CableCARD <sup>TM</sup> Cox cable modem SA HDTV converter Basic non-addressable converters	\$260.00 \$580.00 \$571.00 \$ 85.00 \$ 75.00 \$360.00 \$ 40.00
Internal Voice Port	\$ 40.00 \$370.00

'Cable modern rental or purchase required. Service may not be available in all areas. <sup>2</sup>Discovery Tier is free with the Movie, Variety and Sports & Info tiers. <sup>3</sup>Basic Analog service and digital set top box also required and priced separately. 'Digital premium services sold a-la-carte or in packages. Digital service required. Digital International Services are only available alacarte and are not included as part of a digital package. 4No additional charge as of January 1, 2005. 7For \$6.95 per month and a one-year commitment, customers will also receive 24-hour technical support. \*Each package also includes Digital Gateway and Discovery Tier. \*\$41.99 CSAP service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates and programming subject to change. Cox Digital Telephone Rates **Calling Packages** Cox Unlimited Connection •\$39.95/3-Product Bundle •\$44.95/2-Product Bundle •\$49.95/Phone Only Includes unlimited local and nationwide Cox LD Plus these 16 features; (Voice Mail is optional) Call Forwarding
 Call Waiting
 Speed Dial
 Caller ID • Three-Way Calling • Call Return • Busy Line Redial Selective Call Acceptance • Selective Call Rejection • Call Forwarding - Busy • Call Forwarding - No Answer • Call Forwarding of Call Waiting • Priority Ringing Long Distance Alert
 Call Waiting ID

**Connection-100** \$34.90 Includes 100 Cox LD minutes per month Plus a low 5 cents per minute thereafter for in-state and state-to-state calls anytime and these 16 features plus Voice Mail Call Forwarding
 Call Waiting
 Speed Dial
 Caller ID • Three-Way Calling • Call Return • Busy Line Redial Selective Call Acceptance
 Selective Call Rejection Call Forwarding - Busy • Call Forwarding - No Answer • Call Forwarding of Call Waiting • Priority Ringing Long Distance Alert
 Call Waiting ID

Selective Call Forwarding
 Voice Mail

Selective Call Forwarding
 Voice Mail

Features1 Solutions Includes the following 16 features: • Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID Three-Way Calling
 Call Return
 Busy Line Redial Selective Call Acceptance
 Selective Call Rejection • Call Forwarding - Busy • Call Forwarding - No Answer Call Forwarding of Call Waiting
 Priority Ringing Long Distance Alert
 Call Waiting ID
 Selective Call Forwarding

**Control Plus** \$ 9.95 Includes the following 4 features: Call Return • Priority Ringing • Long Distance Alert Call Waiting ID **Call Waiting ID** \$ 9.95 • Call Waiting • Caller ID

\$14.95

Long Distance<sup>1</sup> Cox Long Distance - \$.10 per minute

Simply 5 - \$.05 per minute \$ 4.95/mo. Simply 5 is a long distance plan. Calls are \$.05 per minute, with a monthly recurring charge of \$4.952.

International Savings Plan -\$ 2.95/mo. rates vary per country 56

**Monthly Charges** Phone lines (each)<sup>3</sup> \$12.90 Cox Service Assurance Plan \$ 3.25 Non Listed in Directory \$ 106

Monthly	Per Use N/A
	\$0.70
	₩0.70 N/A
	N/A
3	N/A
	•
:	N/A
	N/A
	N/A
	\$0.70
	\$1.00
	N/A
·	N/A
	N/A
	N/A
	N/A
2	Ņ/A
	\$0.70
\$3.60	N/A
\$3.60	N/A
\$3.60	N/A
\$3.40	<b>\$</b> 0. <i>7</i> 0
No charge	N/A
	N/A
i .	N/A
:	N/A
•	N/A
\$8.95	N/A
	No charge \$1.80 \$3.40 \$3.15 \$3.15 \$4.50 \$3.25 No charge \$3.90 N/A \$3.45 \$7.40 No charge \$3.15 No charge \$2.70 \$1.80 \$3.60 \$3.60 \$3.60 \$3.60 \$3.40 No charge \$1.50 \$1.40 \$4.95 \$6.95

Installation/One Time Charges	Rate		
•	<u>Initial Install</u>	After Initial Install	
Activation (1 st line)	No charge	N/A	
2nd line	No charge	\$29.95	
3rd /4th Line	\$29.95	\$29.95	
Deposit (when required)	\$100.00	N/A	
Account Changes (per billing record change)	N/A	\$ 9.00	
Directory Changes/Change Listing	N/A	\$10.80	
Reconnect (if only soft disconnect)	N/A	\$13.00	
Transfer - 1st Line	N/A	\$29.95	
Transfer - Add'l Lines	N/A	\$29.95	
Additional jack (same trip) not wired	No charge	\$29.95	
Additional jack (separate trip)	N/A	\$29.95	
PIC (Long Distance Provider) Change	N/A	\$ 5.00 <sup>7</sup>	
LPIC (Local Toll Provider) Change	N/A	\$ 5.00 <sup>7</sup>	
Telephone Number Change	N/A	\$ 9.00	
Features (add/change) per line	N/A	\$ 9.00	
Voice Mail Installation	N/A	\$ 9.95	
Service call for Non-CSAP customer		\$41.99	

#### Directory & Operator Charges

Directory Assistance (DA) (local) \$0.29 (up to 3 free DA calls per month, \$0.29 per call thereafter) Directory Assistance (LD) \$0.75 per call.

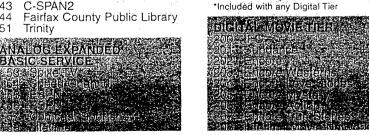
'Cox Connections or primary flat-rate line also required and priced separately. 'Promotional offering will waive the activation charges on the first two lines installed on the first truck roll for residential telephone from June 1, 2004 to December 31, 2004. Additional lines will be billed at the regular rate of \$29.95 each. 'Total of four lines allowed. 'Maximum charge on a per use basis is \$4.90 per feature, per month. 'Priority Ringing on up to 31 phone numbers. 'The interest on customer deposits for telephone is 1.3% per VA SCC. 'Waived if customer is switching TO Cox PIC or LPIC from a different provider. Also waived within 30 days of telephone number activation. '\$41.99 CSAP service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates subject to change.

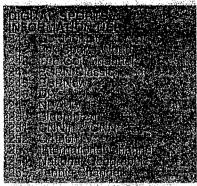
Telephone service provided by Cox Virginia Telcom, Inc., an affiliate of Cox Communications, Inc. Prices exclude applicable taxes, fees, equipment & surcharges. Rates subject to charge. Service may not be available in all areas. Available in Cox wired, serviceable locations. Extended area calling fees range from \$.02 - \$.04 per minute depending on time of day. Late payment charge, if applicable, is 1.5% of the total unpaid balance, calculated monthly. Not all features available in all areas.

©2004 Cox Communications, Inc. Other restrictions apply.

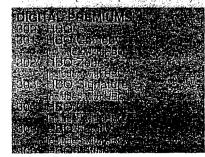
ANALOG BASIC SERVICE WMDO/Univision WBDC 50 WRC 4 - NBC Channel 34 without box WTTG 5 - FOX Channel 35 without box WNVC 56 WJLA 7- ABC Channel 37 without box News Channel 8 WUSA 9 - CBS Channel 39 without box Fairfax Cable Access Fairfax Public Access School Teacher Channel Cities of Fairfax / Falls Church Leased Access WFDC/TeleFutura PAX TV (WPXW) 15 16 Fairfax Government Ch. 17 TBS 18 George Mason University 19 NVCC 20 WDCA UPN 20 21 FCPS Red Apple 21 WMPT Towns of Herndon / Vienna 23 24 QVC 25 FCPS Community Classroom ∞ 26 27 WETA Cable Marketplace II 28 WNVT 53 SHOP NBC 30 FPA International Access 31 WGN WHUT TV Guide Channel 33 HSN Channel 4 without box COX 35 Channel 5 without box C-SPAN3 / Leased Access FPA Community Board Channel 7 without box Cable Marketplace 41 C-SPAN 43 C-SPAN2 Fairfax County Public Library 51 Trinity



DIGITAL VARIETY TIER 218 Boomerang Game Show Network Toon Disney 222 FUSE 223 BET on Jazz 224 Encore WAM! 225 Soap Net BBC America 227 Ovation Ovation History International The Blography Channel Hallmark Channel 231 Fine Living Style Network 234 Nicktoons 235 Nick GAS 236 MTV Hits 237 VH1 Classics Mega Hits 239 VHI Country

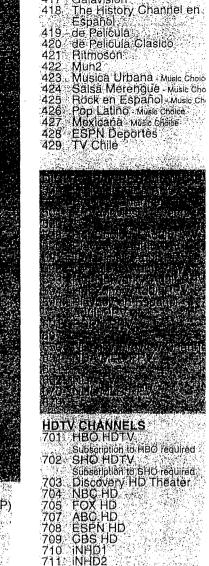


DIGITAL INTERNATIONAL CHANNELS 270 Washington Korean TV (WKTV) ABT 272 ZEE TV 273 TV Asia 274 SBN 275 TFC (The Filipino Channel)





PAQUETE LATINO 400 Toon Disney Español (SAP) 401 Discovery en Español MTV en Español 403 VH Uno 404 CNN en Español 405 Fox Sports en Español 406 Boomerang Español (SAP) Canal Sur 407 408 Cine Latino 410 HBO Latino Included with HBO subscription 411 - Ničk 2 412 Niok Toons 413 Sorpresa 414 Cartoon Network (SAP) 414 EWTN Español



417 Galavision .

HDTV CHANNELS 701 HBO HDTV Subscription to HBÖ required 702 SHQ HDTV Subscription to SHO required 703. Discovery HD Theater 704 NBC HD 705 FOX HD 707 ABC HD 708 ESPN HD 709 GBS HD 710 INHD1 711: INHD2 erielevär stärletivata

Programming as of November 1, 2004.

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DIGITAL DISCOVERY TIER\*

Discovery Times Discovery Home Discovery Kids 151

153 The Science Channel

154 Discovery Wings

155 Weatherscan (Local Radar)

156 Noggin 157 NASA

158 Jewelry TV

### Attachment A – Cox VA Rate & Channel Line-Up Information

A – 5. Cox 2003 Annual Customer Notice – Prices Effective November 1, 2003.



# 2003 Annual Customer Notice

3080 Centreville Road Herndon, VA 20171 (703) 378-8422 www.cox.com/fairfax

The 1992 Cable Act requires the following annual notification of customer service standards.

#### Resolution of Complaints and Inquiries

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting https://www.cox.com/Fairfax/ContactUsEmail.asp. Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Springfield, at 7741 Southern Drive. In the event five customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

# Fairfax County Department of Telecommunications & Consumer Services Consumer Services Division

12000 Government Center Parkway, Suite 433 Fairfax, VA 22035 (703) 222-8435, TTY (703) 222-8653

#### City of Fairfax customers may contact: Public Information Officer

(10455 Armstrong Street Fairfax, VA 22030 (703) 385-7855

#### Falls Church customers may contact: Cable Administrator, Public Works

300 Park Avenue Falls Church, VA 22046 (703) 246-5080

Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above.

#### Products and Services

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to premium (pay) services or pay-per-view events, and to any digital cable services.

#### Instructions On How to Use Cable Service

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide, the Cox Digital Cable Customer Handbook or www.cox.com/fairfax for information on operations and services. A User's Guide is provided at time of installation. Lost copies may be replaced by calling (703) 378-8422.

#### Signal Blocking Devices

Customers should receive only those channels that they've ordered. If you see images or hear sound from scrambled premium or adult channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting https://www.cox.com/Fairfax/ContactUsEmail.asp.

# Cox Communications - Fairfax County Programming & Equipment Rates Effective November 1, 2003

SERVICES	MONTHLY SERVICE FEES
Analog Programming Service Rates	
Basic Service	\$ 12.70
Expanded Basic (includes Basic service)	\$ 40.40
HBO or Showtime	\$ 13.99
Cinemax	\$ 12.99
Any 3 premium services	\$ 26.99
Any 2 premium services	\$ 21.99
Sports Tier* (Golf Channel, ESPNews,	
Fox Sports World)	\$ 4.99
*Sports Tier only available in areas that have not yet been upgraded	I to the new Cox system.
Analog Equipment	•
Analog Remote	\$ 0.21
Analog Descrambler (required for analog	
Premium & PPV)	\$ 2.40
iN DEMAND Pay-Per-View Programming	
Movies	\$ 3.99 to \$11.99
Special Events	prices vary
Cox High Speed Internet Service*	
Cox Cable Customers	\$ 39.95
Non Cox Cable Customers	\$ 54.95
Modem Rental	\$ 15.00
Additional IP Address (1st IP free, maximum 3 total)	\$ 6.95/ea.
Cox High Speed Internet Self-Install	No Charge
Cox High Speed Internet Professional Installation	\$ 99.99
Cox High Speed Internet Self Install Service Call**	\$ 74.99

<sup>\*</sup>Cable modern rental or purchase required. Service may not be available in all areas.

#### Digital Tiers

Movie Tier: Ten channels of digital movies including IFC, Sundance, Lifetime Movie

Network, WE: Women's Entertainment and six Encore channels specializing

in westerns, love stories, mystery, action and true stories.

Variety Tier: Twenty one channels of variety with something for everyone, including G4,

Toon Disney, Fuse, BET on Jazz, Encore WAM!, Soap Net, Mega Hits, BBC America, History Channel International, The Hallmark Channel, Fine Living,

Nick GAS, VH1 Country, VH1 Classics and The Biography Channel.

<sup>\*\*</sup> Effective 12/01/2003

Sports & Info:	Ten sports channels of news & sports programming including Outdoor Life Network, Fox Sports World, The Golf Channel, ESPN Classic, ESPNews,
· ·	Do-it-Yourself Network (DIY), Bloomberg TV, CNNfn, International Channel, and Tech TV.
TeleLatina:	Nine channels of quality Hispanic programming, including Toon Disney
	Español, Discovery Español, MTV Español, VH Uno, CNN Español, Fox Sports
	World en Español, Boomerang en Español, Cine Latino and Canal Sur.
Discovery*:	Six channels of Discovery programming, including Discovery Times, Discovery
	Home & Leisure, Discovery Kids, The Science Channel, Discovery Wings and
	Weatherscan (local radar).
	*Discovery Tier is free with the Movie, Variety, Sports & Info, or TeleLatina tiers.

Digital Services*	
Digital Gateway (required for digital service)	\$ 4.95
Includes Interactive Program Guide (IPG), digital Music Choice	
plus access to digital pay-per-view, premium & digital service tiers.	
Digital Service with 1 Digital Tier	\$ 6.95
Includes Digital Gateway & any 1 tier of digital channels,	
plus Discovery Tier & Weatherscan Local.	
Digital Service with 3 Digital Tiers	\$ 11.95 -
Includes Digital Gateway & any 3 tiers of digital channels,	
plus Discovery Tier & Weatherscan.	
Digital Service with all 4 Digital Tiers	\$ 17.90
Includes Digital Gateway & all 4 tiers of digital channels,	
plus Discovery Tier & Weatherscan Local.	
Digital Premium Services+	\$ 13.99/ea.
HBO (9 channels)	
Showtime (7 channels)	
Cinemax (8 channels)	
Starz! (6 channels)	
Digital International Services~	
Washington Korean TV (WKTV)	\$ 12.95
Arab Radio and TV (ART)	\$ 12.95
ZEE TV (Hindi & Indian/South Asian programming)	\$ 14.99
	(\$24.95 w/TV Asia)
TV Asia ~	\$ 14.95
	(\$24.95 w/Zee TV)
TFC (The Filipino Channel) <sup>-</sup>	\$ 11.95
SBTN (Saigon Broadcast Television Network)	\$ 14.99
Digital Pay-Per-View	rates vary

<sup>\*</sup>Basic Analog service and digital set top box also required and priced separately.

Digital International Services are only available a-la-carte and are not included as part of a digital package.

High Definiti Discovery HI ESPN HD	on (HD) services*** O Theatre	\$5.99 \$5.99
HBO HDTV Showtime ABC NBC	Included w/Digital HBO subscription Included w/Digital Showtime subscription	No Additional Charge No Additional Charge
Digital Video	Recorder (DVR)	\$9.99

#### Home Networking from Cox

\$299.95 for two personal computers

Includes home networking hardware and software, as well as professional on-site installation. For \$9.95 per month and a one-year commitment, customers will also receive 24-hour technical support.

62

<sup>+</sup>Digital premium services sold a-la-carte or in packages. Digital service required.

<u>Digital Equipment</u> Digital set top box & remote	\$ 3.00
Additional digital outlets (includes digital set top box & service)	\$ 7.95
DVR set top box (replaces digital set top box)	\$ 3.00
HDTV set top box (replaces digital set top box)	\$ 9.99
Digital Packages*	
Super Plus Package	\$67.19
Expanded Basic service, digital set top box and remote, plus any 3 1 digital premium service.	
Choice Package	\$72.19
Expanded Basic service, digital set top box and remote, plus any 1 digital premium services.	digital tier and any 2
Greatest Hits Package	\$77.19
Expanded Basic service, digital set top box and remote, plus any 3 2 digital premium services.	digital tiers and any
Movie Plus Package	\$82.19
Expanded Basic service, digital set top box and remote, plus the di 3 digital premium services.	T
The Big Deal Package	\$92.19
Expanded Basic service, digital set top box and remote, plus any 3 4 digital premium services.	•
A digital promotification	
*Each package also includes Digital Gateway, Discovery Tier & Weatherscan Local.	
Installation/One-Time Charges	
New Service/Transfer Standard Installation (primary outlet)	\$29.99

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installation/One-Time Charges	
New Service/Transfer Standard Installation (primary outlet)	\$29.99
Additional Outlet Installation (during initial install visit)	\$10.00
Additional Outlet Installation (separate visit)	\$19.99
Relocate Outlet (video or high-speed Internet)	\$19.99
Additional Outlet Kit (analog only)	\$ 5.95
Digital Self Install Service Call**	\$19.99
Digital Upgrade (current non-digital customers only)	\$19.99
Additional Digital Outlet (same visit)	\$10.00
Digital Downgrade to Analog	\$19.99
High Definition Installation (new customers)	\$29.99
DVR Upgrade	\$19.99
HDTV Upgrade	\$19.99
Programming/Service Change (electronic)	\$ 5.00
Programming/Equipment/Hook-Up Change (trip required)	\$19.99
Add or Drop Expanded Programming (electronic)	\$ 1.99
Account Reconnection (electronic)	\$ 1.99
Account Reconnection HSI/Cable (trip required)	\$19.99
Wall Fish (Per wall, floor or ceiling each)	\$24.99
Mail A/B Switch	\$ 5.41
Replace Parental Control Key	\$ 2.00
Returned Check Charge	\$25.00
Late Payment Fee	\$ 5.00
TV Guide Ultimate Cable (optional weekly magazine)	\$ 3.99/month
Rates do not include franchise fees. Franchise, PEG fees & other costs paid to	
local governments: 8.26% of total bill + \$0.16.	
**Effective 12/01/2003	

Lost Equipment Charges		
Cox remote controls		\$ 6.00
GI analog descrambler		\$ 98.00
SA digital set top box		\$260.00
SA DVR set top box		\$580.00
Cox cable modem		\$ 85,00 "
SA HDTV set top box		\$360.00
Basic non-addressable converters		\$ 40.00
Modem with Router	63	\$580.00
Note . There is a \$10 charge for a vacation of	disconnect	

Note: There is a \$10 charge for a vacation disconnect.

	<u>OO BASIC SERVICE</u>	44	FCPS Public Library Ch.	83 El Enjertumment Tels
2	Univision	45	NASA	84 TV Conclete Vig
3	WBDC 50,	•		85 Comedy Central (
4	WRC 4,始C	ANAL	OG PREMIUM	S6 , Staxo.
	Channel 34 vailage bas	SERVI	CES	87 INI
5	WFIG 5 - FOX	46	TMC	38 Telegionda
	Channel 25 xilhaurbox		Included with Showtime	89 48C Family
6	WMYC56	47	HBO	90 Carigon Newark
7	WILA 7 ABC	48	CINEMAX	91 . Nickelodeon
	Champil 27 without box	49	SHOWTIME	92 . The Dispey Charin
8	News Chennel 8			93 — American Movie C
9	WIGATE CBS	ANAU	OG PAY-PER-VIEW	74 Turner Classic May
	Channel 39 williouri box	50	IN DEMAND	TOUR EVENY
10.	- Fairfax Cable Access		Analog Pay-Per-View	TOIL Galgysten
17	Formax Public Access			102 F MTV 2
	Schöol/Teacher Channel	ANAL	OG EXPANDED	
12	Cites of Penglex / Falls Church	BASIC	SERVICE	DIGITAL DISCOVERY TIER:
13	tegted Access	51	Trinity	ID - Discovery Times
14	WFDC/Telefolusa	53	Speed Channel	151 Discovery: Home:&
15	PAXTV (WPXW)	5.4	Spike TV	152 - Discovery/Kras
16	raintex Government Cn.	55	ESPN 2	153 The Science Chair
17	TBS - Fall Control	δó	ESPN	154 Discovery#\Vings
18	George Mason University	57	Comcast Spartsnet	138: e-Weatherscan Laco
19	NVCC,	58	Liferime	Induded with any Digital News
20	WDCALPN 20	59	Home & Garden TV	
21	FCPS Red-Apple 21:	50	Food Network	DIGITAL MOVIETIER
22	WMPT	61	Court TV	200 A FE
23	Towns of Hemdon / Viercos	62	Travel Channel	201 Sundance
24	· CNC · · · · · · · · · · · · · · · · ·	63	MTV	202 Encore
25	FCPS Community Classicalin	64	VH-1	203 × Encore: Westerns
25	WETA "	65	CMT	204 - Encore Love Storie
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29	SHOP NEC'T STATE	68	CNBC	207 Encoreding Storie
30	FPA interpetional Access	69	The Weather Channel	208 : Lifetime NovietNe
31	WGN CHARLES IN THE	70	CNN Headline News	209
32.	VHX	71	CNN	
33	Tv.Gerde Channel	72	Fox News	DIGITAL VARIETY FIER
34	HSN Company of the last	73	Discovery Channel	Zić Noggir williali
	Channel 4 with circles	74	Discovery Health	220 Come Stow Netwo
35	CCX <b>36</b>	75	The Learning Channel	221 Fortilister Se
	Chapmer Livertour boxy	76	A&E	227 EUSE ( 155.7)
36	C-SPANIZ Medised Accessi	77	The History Channel	223 BET GOODE
.37	FPA Community Bodra	78	Animal Planet	224 · EreggiWAMIGA
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242 Fox Sports World 381 1.5 Sign Wax 535 Hot Choice - A	July RPV
243 The Golf Channel Tradition of Section 1997 Playboy - Adult	PPV.
244 ESPN Classic 332 @Max 5 591 Spice - Adult Pl	N.
245 ESPNews Participal von Schange 592 Spice 2 - Adult	PPV '
246 DIY - Do It Yourself Network 335 OutenMax 593 Hot Network -	Adult PPV
247 NBATV Included with Ciremes, 594 Hot Zone - Adu	∯ PP∀
250 Bloomberg 340 Digital Showning 598 Playboy en Espa	ñol-
251 CNNfn & CNNi 341 Showline Tabl Adult PPV	1
252 Tech TV Included with Showline 600 ESPN Now Preview	v Channel
253 International Channel 342 Showtime Showerse 601- ESPN PPV	
feetuded with Showtimes 5 607	
DIGITAL INTERNATIONAL 343 SHO Extreme 650 NBA TV Preview	v Channel
CHANNELS Included with Shoulder 651 - NBA PPV	
254 Washington Korean TV 3.44 SHC Beyond 661	
(WKTV) Included with Strawline 4 670 NHL/MLB PPV	,
255 ART 360 TWC 679	
256 ZEE TV Included with strawbins 1 HOTV CHANNELS	
257 TV Asia 361 TIME stra 19 701 HBO HDTV	
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Included with Stars Subscription to Digital SHO.	equired.
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301 HBO Comedy included with State 1 707 ABC	+ F
Included with HBO 373 Block State 708 ESPN HD	
302 HBO Zone Included with State II 2 2 2	
Included with HBO 374 Step 21 Family A DIGITAL GATEWAY*	
303 HBO Signature Included with Sign 23/3/3 901 - Music Choice	
Included with HBC 375 Storm Circles 345	
304 HBO 2 Included for all Digital Cust	omers
Included with HBO DIGITAL TELELATINAL VETE	
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included with HBO 401 Discover's aspendic, 183	
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### Attachment B - Comcast VA Rate & Channel Line-Up Information

B – 1. Letter from Marie Schuler, Director of Government & Community Affairs, Comcast Cable, to Gail Condrick, Cable Regulatory Division, Fairfax County (Dec. 28, 2006).

# **Comcast**

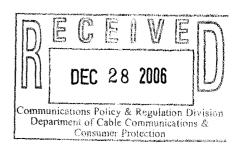
Comcast Cable
508 D S Van Dom Street
Alexandria, VA 22/304
Office: 703.567.4500
Eax. 703.567.4444

DEC 2 8 2033

Dept. of Cable Communications
and Consumer Protection

December 28, 2006

Ms. Gail Condrick Cable Regulatory Division Fairfax County 12000 Government Center Parkway Suite 433 Fairfax, Virginia 22035



Dear Ms. Condrick:

When Comcast began offering services in your community, we made a commitment to increase the choice of products and services we offer our customers, expand the availability of new services, and enhance the customer's overall experience with the cable company.

Comcast operates in an extremely competitive environment. Virtually every customer we serve chooses Comcast from among several options for television entertainment, Internet access or telephone service. This competitive environment demands that we work hard to continually add value to the Comcast products and services our customers choose to receive.

Over the past year, Comcast has invested in its network to offer our customers more variety, choice, and control. Continual investments in monitoring technology, product enhancements, and system upgrades have helped us to increase service reliability and picture quality. Our commitment to product development means that we will always have industry-leading products and services like Comcast High-Speed Internet with PowerBoost<sup>TM</sup> and Comcast Digital Voice—our new home phone service.

We continue to enhance our robust programming selection featuring up to 250 channels with Comcast Digital Cable. Our lineup includes an exciting 16 channels in High Definition (HD). and a huge selection of ON DEMAND programming--a library of thousands of movies and shows that are ready when you are.

We've also continued the expansion our library of programming on Comcast On Demand (VOD). During 2006 we increased our library of programming from 2,700 hours to over 4,000 hours. The majority of this programming is free of charge to digital customers, with approximately 100 hours of local content. VOD enables the customer to order from

a selection of hundreds of digital movies and programs that are available when they want to watch them. Plus, Comcast On Demand allows the customer to pause, rewind, fast-forward or save a movie up to 24 hours from the time they place the order. So, the customer will be able to watch it again and again. Everything needed to watch these programs comes with the existing Comcast Digital Cable service; no additional equipment is required. Comcast Subscription Video on Demand (SVOD) gives the customer access to HBO and/or Showtime, Cinemax, Starz!, and The Movie Channel programming at their convenience.

Promising to change the way in which the customer watches TV, Digital Video Recorder Service (DVR) has become a popular service offering. Through DVR Service, customers can pause, rewind, and review live programming, as well as record their favorite programs.

Comcast has also expanded it's customer service support to 24/7 and provides convenient same/next day appointment windows that allow us to serve the customer better. We are focused on improving the customer experience each day!

To reflect the growing value of the products and services we deliver today, we will be adjusting the pricing of some of our analog and digital cable television services. Please accept this letter as notification of a price increase scheduled for March 1, 2007. These increases are the result of increased operating expenses and other investments that we've made to bring the community the best that technology, programming and customer service has to offer. For a complete list of these price changes, please see the attached customer notification. For customers currently enjoying a promotion, their rate will remain in effect until the scheduled expiration date.

Comcast is working hard to ensure that our service continues to offer our customers the latest technology, products and programming variety. We truly value our customers and believe that they, in turn, receive great value from our services. We will continue to review our current channel line-up to provide programming of interest to the residents in Reston. We pledge to continue to serve our community.

If you have any questions, please call me on 703-567-4488.

Yours sincerely,

Marie Schuler

Dir. of Govt. & Community Affairs

# Comcast Cable Schedule of Prices as of March 1, 2007 Reston, VA

New prices will be reflected on your March 1, 2007 billing statement.
All prices are subject to applicable taxes and fees, and are subject to change. Not all services are available in all areas.

Monthly Cable Service	Previous Price	New Price
Limited Basic Service	\$14.95	No Change
Expanded Service (Cannot be sold separately)	\$36.93	\$38.75
Full Basic (includes Limited Basic Service and Expanded Service)	\$51.88	\$53.70
M 41 P 44 P		
Monthly Digital Services		
Digital Classic	\$ 9.95	No Change
Digital Plus (includes Digital Classic)	\$14.95	No Change
Digital Classic or Digital Plus (Additional Outlet)	\$ 9.95	No Change
Digital Sports Tier	\$ 5.00	No Change
	\$ 9.95	\$11.95
Digital Video Recorder (DVR) service (primary outlet or additional outlet)	\$ 9.5°3	\$11.73
Monthly Digital Packages		
Comcast Digital Basic	\$66.83	\$68.65
Silver HBO	\$83.78	\$85.60
Silver Non-HBO	\$80.78	\$82.60
2 Pay	\$89.21	\$91.95
Gold (3 Premiums)	\$94.21	\$96.95
Platinum (5 Premiums)	\$104.21	\$104.95
Triple Play Packages available with 24-Month Minimum Term Agreements (1)		
Comcast Starter Triple Play Bundle (2)	\$ 99.00	No Change
Comcast Preferred Plus Triple Play Bundle (3)	\$129.99	No Change
Comcast Premier Triple Play Bundle (4)	\$159.99	No Change
The second secon	<b>4. 3 7 7</b>	, to charge
Monthly Premium Services		
HBO	617.05	Mr. Channe
	\$16.95	No Change
Showtime	\$13.95	No Change
Starz	\$13.95	No Change
The Movie Channel	\$13.95	No Change
Cinemax	\$13.95	No Change
Cable Latino	\$ 9.95	No Change
Zee TV	\$14.95	-
		No Change
TV Asia	\$14.95	No Change
Zee TV & TV Asia combo	\$24.95	No Change
Playboy TV	\$18.95	No Change
WWE 24/7	\$ 7.99	No Change
Howard Stern	\$ 9.99	No Change
Bollywood (\$9.99 with either Zee TV or TV Asia subscription)	\$12,99	No Change
and the second s	W + 2	ivo ciminge
Monthly Favinment Bastel		
Monthly Equipment Rental		
Basic Only Converter	\$ 0.19	No Change
Digital or Addressable Converter	\$ 2.74	\$3.50
Remote Control	\$ 0.10	No Change
HDTV Digital Converter	\$ 5.00	\$6.95
Modem Rental	\$ 3.00	No Change
Comcast Certified Home Networking Device Rental	\$ 5.00	No Change
EMTA Device (Comeast Digital Voice)		-
ENTA Device (Conicast Digital voice)	\$ 3.00	No Change
CableCard	\$ 0.00	No Change
Cable Card (dual CableCards for non-Comcast HD PVRs requiring 2 cards)	\$ 0.00	\$1.50
Monthly High-Speed Internet Services		
Online Service with another Comcast Service		
	# 40 OF	
Downstream speed up to 6 Mbps/ Upstream speed up to 768 Kbps	\$42.95	No Change
Downstream speed up to 16 Mbps/ Upstream speed up to 2 Mbps	\$52.95	No Change
Comcast Home Networking	\$52.95	No Change
Online Service Only		<u> </u>
Downstream speed up to 6 Mbps/ Upstream speed up to 768 Kbps	\$57.95	No Change
Downstream speed up to 16 Mbps/ Upstream speed up to 2 Mbps	\$67.95	No Change
Comeast Home Networking		
	\$67.95	No Change
Additional IP Address (per IP address)	\$ 6.95	No Change